

# Office of Medicaid BOARD OF HEARINGS

**Appellant Name and Address:**



<b>Appeal Decision:</b>	Dismissed	<b>Appeal Number:</b>	2306798
<b>Decision Date:</b>	9/21/2023	<b>Hearing Date:</b>	09/15/2023
<b>Hearing Officer:</b>	Alexis Demirjian	<b>Record Open to:</b>	09/22/2023

**Appearance for Appellant:**  
Pro se

**Appearance for MassHealth:**  
Elizabeth Nikoson

**Interpreter:**  
Anderson Merise



*The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
Board of Hearings  
100 Hancock Street, Quincy, Massachusetts 02171*

## APPEAL DECISION

<b>Appeal Decision:</b>	Dismissed	<b>Issue:</b>	Termination; Failure to Complete Renewal
<b>Decision Date:</b>	09/21/2023	<b>Hearing Date:</b>	09/15/2023
<b>MassHealth's Rep.:</b>	Ms. Nikoson	<b>Appellant's Rep.:</b>	Pro se
<b>Hearing Location:</b>	Telephonic	<b>Aid Pending:</b>	No

This hearing was conducted pursuant to Massachusetts General Laws Chapter 118E, Chapter 30A, and the rules and regulations promulgated thereunder. The issue on appeal involved the termination of the appellant's benefits for failure to submit her renewal application. MassHealth sent the appellant a renewal application in May of 2023. As of the date of the hearing, MassHealth had not received the appellant's application.

The appellant asked if her renewal could be processed during the hearing. The MassHealth worker processed the information but the appellant's signature was required to process the application. Unfortunately, the MassHealth worker could not accept the appellant's signature by way of phone during the hearing and the appellant was required to either call a specific MassHealth line, mail in a signature page, or appear in person at the MEC to sign the application. To facilitate expedited processing of this application and to restore the appellant's coverage, the MassHealth worker made arrangements to meet with the appellant at the Taunton MEC to obtain the signature on Monday, September 18, 2023.

Accordingly, the record was held open after hearing for the appellant to go to the MEC and sign the application. On September 18, 2023, the MassHealth representative reported that the appellant had signed the application and had been approved for MassHealth CarePlus. If the appellant disagrees with the level of coverage she has received, she may appeal the new notice.

As the issue of the incomplete renewal application has been resolved, the appeal is dismissed.

Alexis Demirjian  
Hearing Officer  
Board of Hearings

cc:

MassHealth Representative: Justine Ferreira, Taunton MassHealth Enrollment Center, 21  
Spring St., Ste. 4, Taunton, MA 02780, 508-828-4616